3713

JFW

Frost Brown Todd LLC

ATTORNEYS

OHIO · KENTUCKY · INDIANA · TENNESSEE

Andrew B. Ulmer
513.369-4811
aulmer@fbtlaw.com

December 13, 2005

Mail Stop: Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Re:

Application:	09/944,676
Filed:	August 31, 2001
Inventor:	Burgin, et al.
For:	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT
Atty Ref.:	1160215-0538115

Dear Sir:

Enclosed for filing are the following papers for the above-referenced patent application:

1. Information Disclosure Statement; and
2. Self-addressed postage prepaid return receipt postcard

The fee has been calculated as shown below:

	Number of Claims	Highest Previous Paid For	Extra Claims	Rate	Fee (Dollars)
Total Claims	20	20	0	x $50 =	0
Independent Claims	3	3	0	x $200 =	0
		If multiple dependent claims, add $360.00			n/a
		TOTAL FEE DUE			$ 0.00

Pursuant to 37 CFR 1.97(b)(4), no IDS fee is believed due.

The Commissioner is hereby authorized to charge payment of any fees associated with this communication, including any necessary extension fees, or credit any overpayment, to Deposit Account No. 06-2226.

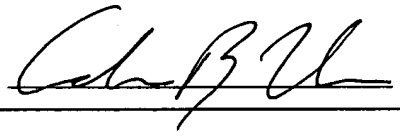
Respectfully submitted,

FROST BROWN TODD LLC

Andrew B. Ulmer (Reg. No. 57,003)

Certificate of Mailing

The undersigned certifies that this correspondence was deposited with the U.S. Postal Service with sufficient postage as first class mail and addressed to "Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450" on 13th day of December, 2005.



PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,676	Examiner:	Mosser, Kathleen M
Filed:	August 31, 2001	Art Unit:	3713
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115

Title: **SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT**

INFORMATION DISCLOSURE STATEMENT

In accordance with 37 CFR 1.97 and 1.98 Applicant herewith submits certain information that the Patent & Trademark Office may wish to consider in examining the above-identified application. The information is listed on the attached PTO/SB/08A and 08B. Copies of the information are also provided. Pursuant to MPEP § 609 III A(2), no copies are provided herewith of U.S. patents cited. Copies of foreign patents and non-patent literature are provided herewith. To the extent any submitted information is not dated, please treat such information as prior art until it is proved otherwise. No representation is made or intended that a prior art search has been made, that better information is available, or that the information qualifies as prior art or is material to patentability.

The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

Respectfully Submitted,

Andrew B. Ulmer (Reg. No. 57,003)
FROST BROWN TODD LLC
2200 PNC Center
201 East Fifth Street
Cincinnati, Ohio 45202
(513) 369-4811

Certificate of Mailing

The undersigned certifies that this correspondence was deposited with the U.S. Postal Service with sufficient postage as first class mail and addressed to "Mail Stop Amendment, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450," on this 13th day of December, 2005.

CinLibrary/1581983.1

DEC 15 2005
PATENT & TRADEMARK OFFICE

PTO/SB/08A and 08B (modified)

Substitute for Form 1449B/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet 1 of 1

Complete if Known	
Application Number	09/944,676
Filing Date	08/31/2001
First Inventor	Burgin, et al.
Art Unit	3713
Examiner Name	Mosser, Kathleen
Attorney Docket No.	1160215-0538115

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Document Number Number - Kind Code[2] (*if known*)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
		US 6,658,464	12-2003	Reisman	
		US 2002/0118220	08-2002	Lui et al.	
		US 6,542,897	04-2003	Lee	
		US 6,727,927	04-2004	Dempski et al.	
		US 6,694,314	02-2004	Sullivan et al.	
		US 2003/0164859	09-2003	Evans	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.[1]	Foreign Patent Document Country Code[3] - Number[4] - Kind Code[5] (*if known*)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear	T[6]
		EP 0 829 996 A3	03-1997	Brown, et al.		

OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No.[1]	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T[6]
		(AUTHOR UNKNOWN); "BEST: Basic Education Software Tool"; Degem Systems	
		LINDSLEY, ORGEN R.; "Precision Teaching: By Teachers for Children"; Teaching Exceptional Children; pp. 10-15; Spring 1990	
		LANSFORD, WENDELL; "Real-time, interactive sales and services across the Internet: Optimizing the customer experience", Dialog/Inform(R), XP002949411 2001	
		Office Action dated 07/21/2005 for U.S. Application Serial No. 09/944,836, filed 08/31/2001	
		Office Action dated 01/04/2005 for U.S. Application Serial No. 09/944,836, filed 08/31/2001	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

[1] Applicant's unique citation designation number (optional).

[2] See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04.

[3] Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

[4] For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

[5] Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

[6] Applicant is to place a check mark here if English language Translation is attached.

CinLibrary 1581989v.1

Examiner Signature		Date Considered	